

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application No.: 10/762,974 Confirmation No.: 6364
Applicant : Mock et al. TC/A.U.: 2614
Filed : January 22, 2004 Examiner: Addi, Thjuan Knowlin
Docket No. : 7463-35 (CE11905JSW)
Title : **CUSTOMER SERVICE SYSTEM AND METHOD USING
PHYSIOLOGICAL DATA**

TRANSMITTAL LETTER

Electronic Transmission (10 Pages)

MAIL STOP AMENDMENT
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Please find enclosed for filing:

- Applicant's Response under 37 C.F.R. §1.111.

Please charge any deficiencies or credit any overpayment to Deposit Account No.
50-0951.

Respectfully submitted,

Date: December 17, 2007

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AMENDMENT

MAIL STOP AMENDMENT
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the office action mailed September 19, 2007, please amend the above-identified application as follows:

Amendments to the Claims begin on page **2** of the Amendment.

Remarks begin on page **7** of the Amendment.